



eBook:

8 Pillars of Information Governance

A good Information Governance strategy allows organizations to analyze, organize and control their enterprise data across a variety of use cases – now and in the future.

Learn how each pillar helps build the foundation of a dynamic Information Governance strategy.

Introduction

As the volume of data continues to grow within our corporate data environments, it becomes increasingly more complex to navigate, locate and contain content in common data silos such as email, file shares, digital archives, cloud storage and other data repositories.

What makes information management at an enterprise scale difficult is not only the *amount* of data but knowing *where* and *what* the data is.

The challenge in implementing a good Information Governance (IG) strategy lies in understanding what you have, where it is, what it is and what to do with it. The strongest solutions establish protocols and workflows on how, when and why to process data, with accountability and reporting at all levels.

Information Governance

What is Information Governance?

The set of multi-disciplinary structures, policies, procedures, processes and controls implemented to manage information at an enterprise level, supporting an organization's immediate and future regulatory, legal, risk, environmental and operational requirements.

~ Wikipedia

Why is it Important?

A reliable IG program allows organizations to:

- Comply with data privacy regulations
- Satisfy regulatory requirements
- Cost-effectively manage the demands of litigation, investigations and inquiries
- Minimize storage costs by keeping and storing only what you need
- Meet published retention requirements & achieve content lifecycle management
- Properly sunset aging or out-of-support repositories and archives
- Intelligently migrate content
- Reduce employee inboxes, personal files and abandoned content

8 Pillars of Information Governance

Each pillar in an organization's Information Governance strategy is as important as the other – creating the foundation and processes that reinforce a solid IG program.

The 8 Pillars that build the foundation of a good IG strategy include:

1. Data Relevancy
2. Data Classification
3. Data Migration
4. Data Retention
5. Data Privacy
6. Data Security
7. Legal Hold
8. eDiscovery

1

Data Relevancy

Studies show that 30-40% of all content stored by businesses is considered ROT (Redundant, Obsolete, or Trivial data) or content that has no business value, such as duplicate files, spam, and “old” files that are no longer relevant.

Storing useless data could not only be costing your company millions in hardware and storage each year, but it may also be putting your business at risk.

By removing ROT from data stores, enterprises can reduce storage costs and system back-up time and resources, increase employee productivity by optimizing content searches to only relevant content and eliminate risk of unknown or duplicate content that may contain Personally Identifiable Information (PII).

A good Information Governance strategy ensures all content in an organization’s data stores are relevant, clean and free of unnecessary files.

2

Data Classification

Classification of documents assigns contextual attributes (rich metadata) based on the content of the file, not just the file type. **File metadata** defines the physical attributes of the files such as Creation Date or Author. **Rich metadata** defines the contextual attributes based on the content of document such as Document Category (health record, mortgage application, etc.) and Risk Level (based on types of Personally Identifiable Information (PII)).

The only way to understand what your data is, is to classify what it is.

By tagging or classifying enterprise data and understanding the context of the content, organizations can better make decisions on what to do with it, where it belongs, who should have access to it and where to store it.

A good Information Governance strategy ensures every file is classified based on document content, not just file type.

3

Data Migration

Migration of content or “Data in Flight” is the physical movement of files across the enterprise and can include a business-wide overhaul into a new into a new ECM system or data repository or archiving records and moving them into a back-up storage environment.

Intelligent migration replaces a “lift & shift” approach by first analyzing and classifying data, then moving only content that is relevant to the organization.

By first analyzing and making decisions about content, businesses can properly identify appropriate content and classify documents based on file content, properly structuring data for efficient migration or consolidating content from one place to another.

A good Information Governance strategy ensures systems and processes are in place for securely moving or migrating content.

4

Data Retention

Establishing Data Retention policies and processes can be unique to an individual business or dictated by specific regulated industries. What content to keep, where to keep it and how long to keep it are the factors in considering an enterprise-wide retention policy – but do you *really* need to keep that out-of-office email for 7 years?

An effective Data Retention policy considers more than just the “expiry date” of a file, it also must consider the content and context of documents.

The ability to classify files by content, source, location, or other attributes and automate rules for handling specific content allows business to apply custom retention schedules while incorporating other considerations related to retention such as privacy, access, Legal Hold, and content value.

A good Information Governance strategy ensures files are kept only as long as required, per retention policy.

5

Data Privacy

Now more than ever, Data Privacy is top of mind for businesses. Proper Information Governance demands that businesses only know what content they have (and where), but that they can defensibly manage access to it, with proper data privacy controls in place for Personally Identifiable Information (PII) and other sensitive information.

Business everywhere are required to comply with, and be responsive to, a multitude of data privacy laws and regulations such as GDPR, CCPA and NYDFS.

Organization today must establish processes and implement the necessary tools for managing, handling, protecting and redacting PII, PHI, PCI, competitive corporate information, issues of work product and other sensitive information.

A good Information Governance strategy ensures PII and other sensitive content is easily identified and appropriately protected.

6

Data Security

Disparate data repositories and unclassified content leaves many organizations vulnerable when it come to data security and security access controls. Identifying sensitive data is one thing, but applying security and access protocols for that sensitive data is another – and must be managed and controlled dynamically to ensure data privacy, regulatory and internal compliance is met.

Establishing security access controls about who has access to what information is a critical factor for every organization.

Creating, implementing and automating a data security strategy for content permissions across the business, gives businesses, their clients and other regulatory bodies the confidence to know enterprise content is protected appropriately.

A good Information Governance strategy ensures content permission and data security protocols are established and enforced.

7

Legal Hold

While organizations employ Legal Hold to avoid risk and comply with preservation obligations to both inside and outside counsel, challenges often arise around the vetting and accuracy of what content to keep under Legal Hold. Which data? Whose data? For how long?

With changing custodians, access controls, and data privacy concerns, counsel are increasingly challenged with having to sift through what's relevant & what's not.

Establishing processes to properly identify appropriate content – excluding irrelevant content, tagging content with file attributes and rich metadata and applying rules for disposition handling – enables organizations to remediate content coming off Legal Hold and automate ongoing, perpetual analysis & disposition of all relevant content.

A good Information Governance strategy ensures ongoing content analysis to properly and dynamically identify appropriate content subject to Legal Hold.

Increasingly more cases are being resolved prior to trial, such that pretrial activities – like eDiscovery, Early Case Assessment and Workflow Design – are largely determining risks, costs and outcomes. Very often clients must disclose their document management policies and processes, and be prepared to defend their choices.

Efficient management of eDiscovery delivers predictable costs and peace of mind for corporations, law firms and their clients.

Establishing automated processes ensure that files are accurately classified, up to date with new and emerging obligations, and respecting Legal Hold status – with no need to maintain a separate database, workflows, access controls or policies for content needed in litigation (or in preparation for it).

A good Information Governance strategy ensures “always on” point-and-click readiness to mitigate the cost and effort of eDiscovery.

About Valora Technologies

Valora Technologies is a leading technology provider of automated document data mining, analytics and classification software for Information Governance, Records Management and Legal markets. Their customers include large international corporations, government agencies, and their advisory, inside and outside counsel.

Valora's PowerHouse AutoClassification Product Suite's on-premise and cloud-hosted solutions feature state-of-the-art content analysis and AutoClassification functionality, incorporating elements of probabilistic systems, Bayesian learning, natural language processing and machine learning (AI) – allowing organizations to automate their Information Governance strategies in some of the most complex data environments in the world.



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